

Problem Management: More than a Process Flow

This presentation discusses the scope and definition of Problems, how we manage them, and suggests an approach that is focused towards Incident Management.

Key Learnings:

- Understand what Problem Management is managing
- How to position Problem Management with Incident
- Identify a handful of key success factors



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- Problem:
 - The unknown cause of one or more ***Incidents...***
- Incident
 - Unplanned events that are deviations from normal operation (normal as per Service Agreements)
 - Disruption to agreed service levels
 - Reduction in quality to agreed service levels
 - An event that could lead to disruption or quality reduction of agreed service levels

Incident and Problem are closely related, but...

- There are far more Incidents than Problems
- Not every Incident can be investigated as a Problem

Therefore, we are managing “***significant Incidents***”

Problem Management Goal

- Reactive
 - Investigate Problems to determine the root cause
 - Prevent significant incidents from happening again
 - Minimize the impact of Incidents that can't be prevented
- Proactive
 - Identify potential Problems
 - *Proactively prevent significant Incidents from happening*

Key Success Factors

- Problem Policies
 - Major Incident definition
 - Major Incident teams
 - Significant Incident definition
 - Requiring Problem investigation
 - Business Case and Problem Justification
- Proactive Problem Management
 - Scope of monitor and trending activities
 - Intake procedures from Service Desk, SLM, Release, etc...
- Problem Solving techniques and methods
 - Problem solving models...

Key Success Factors

- Service Management System (SMS)
 - Service Management process tickets
- Configuration Management
 - Configuration Database (CMDB)
 - Configuration Items (CIs)
 - Services, hardware, software, key documentation

Key Success Factors

- Problem Records

- Problem assignment, tracking, management...

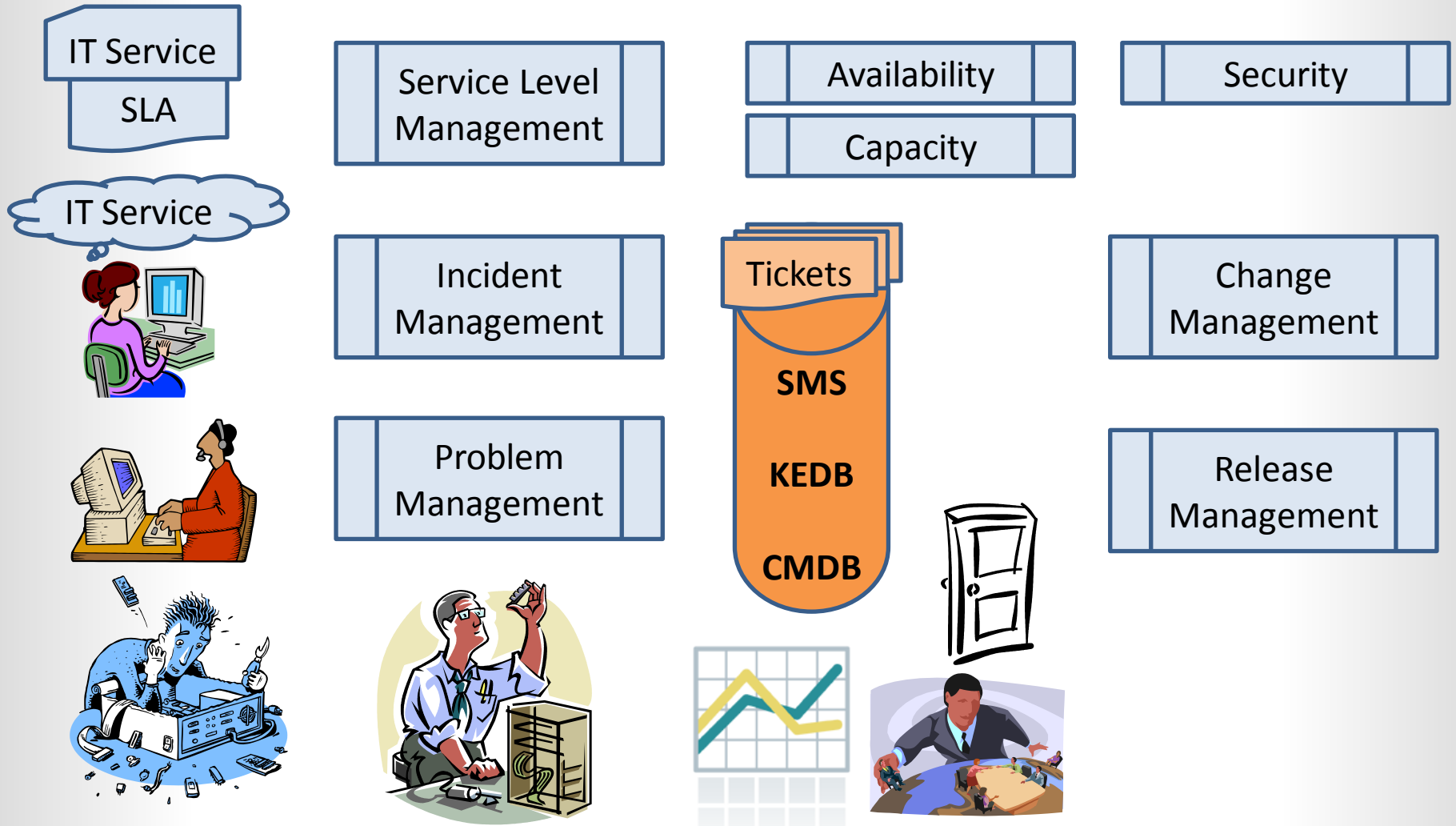


- Known Errors Database (KEDB)

- Problem symptoms
- Problem workarounds
- Problem diagnosed root cause



ITIL Process Snapshot





“What is YOUR problem management process managing?”



Thank You For Attending The Webcast!

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We'd Love To Hear From You!

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